

EFFECTIVE

April 1, 2009.

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2. Hearing Policy
3. Cash Assistance Updates
 - Family Self-Sufficiency Plan (FSSP).
 - Pursuit of Benefits.
 - SDA/AMP Group Composition.
4. Refugee Assistance Program (RAP)
 - Group Composition.
 - Refugee Matching Grant Recipients.
5. Income Updates
 - Refugee Resettlement Assistance Income.
 - Verify termination of SSI and Refugee Matching Grant.
6. Employment Policy Updates
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 - Voluntary Participants.
 - Refugees Referred to JET.
 - Verification of Completion of Compliance Activities.
7. CDC Updates
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 - CDC Verifications.
 - Eligible Children.
 - Day Care Aides/Relative Care Providers.
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 - Irrevocable Funeral Contract Limit - EFFECTIVE June 1, 2009
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 - FAP Standard of Promptness.

- SOP Extensions.
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EFFECTIVE

June 1, 2009

SUBJECTS

1. Irrevocable Funeral Contract Limit

**1) TRANSLATION
AND
INTERPRETATION
SERVICES**

All Types of Assistance (TOA)

BAM 105

Translation and Interpretation services provided to clients who do not speak English or who have limited english proficiency (LEP) must be documented on a DHS-848, Certification of Translation/Interpretation for non-English speaking applicants and recipients.

Reason: Federal requirement.

2) HEARING POLICY

All TOA

BAM 600

Hearing Policy updated to:

- Allow hearing requests to be faxed.
- Remove all references to State Review Team. Decisions for disability and blindness are both determined by the MRT.
- Include assistance payments supervisor in areas for FIMs.
- Replace name of Income Support Programs with Office of Program Policy.

Reason: Policy update.

3) CASH ASSISTANCE UPDATES

Family Self- Sufficiency Plan (FSSP)

FIP and RAPC

BEM 228

After the Family Automated Screening Tool (FAST) has been submitted, send the client a DHS-2442, Notice of Employment-Related Appointment/Assignment or Home Call to arrange for development of the FSSP.

Countable hours report is a new option on the FSSP main menu.

Failure to submit a FAST within 30 days or failure to cooperate with the development of an FSSP within 90 days of the FAST/FSSP notice date may result in FIP/RAPC application denial or case closure.

Exhibit I is corrected to show clients with employment code SE who are not grantees are included in the federal work participation rate, and those with CA are not assigned required hours.

Reason: Policy clarification, correction and enhanced technology to improve efficiency of case management.

Pursuit of Benefits

FIP AND RAPC

BEM 270

As a condition of eligibility, clients are required to pursue SSI benefits to which they may be entitled.

Clients determined disabled by MRT are required to apply for SSI benefits.

Reason: MRT now evaluates disability for cash assistance clients.

**Group
Composition****SDA and AMP****BEM 214**

SDA is for adults age 18 or older unless emancipated.

Reason: Defined emancipated.

**4) REFUGEE
ASSISTANCE
PROGRAM (RAP)****BEM 215; BEM 630****Group
Composition**

Effective April 1, 2009 RAP group composition policy was removed from BEM 630 and given its own item - BEM 215, RAP Group Composition.

Refugee Assistance Program Cash (RAPC) is a cash program for individuals who are not eligible for FIP. RAPC group composition is changed to include only the adult applicant and the spouse who lives with the applicant.

Refugee Assistance Program Medical (RAPM) group composition policy remains unchanged.

Reason: Policy change.

**Application of New
Policy**

Bridges will apply correct group composition policy rules for each month being determined.

New Applications

RAPC group composition has changed to allow adults (other than individuals and spouses), to have their own RAPC grant, therefore each adult or married couple must apply separately.

Pending Applications

For groups that include more than one adult (other than individuals and spouses), copy the DHS-1171, and process as separate applications.

Active Cases

An interim business process with step-by-step instructions on how to resolve RAPC cases in benefit mismatch at conversion due to the new policy will be available in Bridges.

Reason: Policy change.

**Refugee Matching
Grant Recipients**

At application all refugees must provide the name of the resettlement agency which resettled them. When a Refugee Matching Grant recipient applies for cash assistance, notify the resettlement agency of their application so the matching grant can be terminated. An individual may not receive both Matching Grant and RAPC for the same benefit period.

The resettlement agency can provide proof of refugee or asylee status.

Reason: Policy change.

**5) INCOME
UPDATES****All TOA****BEM 500**

Refugee contractors distribute refugee resettlement funds to refugees within 90 days of date of entry. Payments may be made to third parties such as landlords, utility companies or other service providers. Payments may also be made directly to refugees. The number and frequency of payments are determined by the refugee contractor.

FIP, RAP, SDA, CDC, MA, AMP and TMAP

Exclude all Refugee Resettlement Assistance payments as income.

FAP Only

Budget as unearned income.

Note: If payments are made monthly, exclude the first \$300 per calendar quarter as this is considered a donation. If payment meets the definition of a lump sum, see 'Lump Sums and Accumulated Benefits' in BEM 500.

Reason: Policy Clarification.

Interest and Dividends

FIP, RAP, SDA, CDC, and FAP

Count interest and dividends paid directly to an individual as unearned income and budget over the period of time intended to cover. Interest and dividends that are reinvested or deposited back into the asset are excluded as income.

MA and AMP

Count interest and dividends as unearned income in the month received.

Reason: Policy clarification.

Miscellaneous

FIP, SDA and RAPC Only

PEM 222

Clarification that receipt or termination of SSI and Refugee Matching Grants from other states requires verification.

6) EMPLOYMENT POLICY UPDATES

FIP and RAPC

BEM 230A

NC and NS Deferral Codes

For an individual to be deferred from employment-related activities to care for a spouse or child who is disabled, a doctor must verify

all of the following regardless of receipt of SSI or RSDI due to disability or blindness:

- The disability of the spouse/child needing care and the extent/duration of the disability.
- The spouse/parent is needed in the home to provide care.
- The spouse/parent cannot engage in an employment-related activity due to the extent of care required.

Reason: Policy clarification.

Voluntary Participants

Clients temporarily deferred from employment services may volunteer to be referred. Clients who volunteer to participate in employment-related activities are coded with VN and face the penalties associated with noncompliance with activities on the FSSP (BEM 233A), unless they report an inability to perform activities before they become non-compliant. Be sure clients understand they are subject to non-compliance penalties even as voluntary participants.

Reason: Policy correction and clarification.

Refugees Referred to JET

FIP

BEM 230A

Local offices served by a refugee contractor must send mandatory participants to a refugee contractor and not JET.

Policy has changed to allow the refugee contractor to determine, in rare instances, that a client would be better served by the MWA under the JET program. Refugee FIP applicants and recipients who are determined by the refugee contractor to be proficient in English and are work ready will be referred back to DHS for referral to JET to obtain employment services.

Reason: Refugees who enter the country and in the opinion of the refugee contractor can speak, read and write English and who have degrees that apply to professional occupations such as doctors, nurses, teachers, etc., **and** need assistance with recertification or

connection with the labor force, would be better served by JET. Refugee contractors specialize in resettlement and do not have access or partnerships with employers that can assist this population.

Verification of Completion of Compliance Activities

BEM 233A

Timeframes to complete a compliance activity and verify completion of the compliance activity before the FIP case closure are creating a hardship for clients.

Establish a communication process with MWAs and other providers that does not create a hardship for the client. Verify completion of a compliance activity with a signed copy of the DHS-754, or a collateral contact with JET or other employment service provider. Document the collateral contact on the DHS copy of the DHS-754 for auditing or hearing purposes; MIS case notes may also be used. Enter the verification received and compliance date on the non-cooperation record in Bridges.

7) CDC UPDATES CDC Eligibility

Effective Date

BAM 115

For foster care groups only the eligibility effective date may be 21 days prior to the application receipt date.

CDC Verifications

BEM 702

Note was added that the DHS-4025, Child Care Provider Verification is required prior to a member add.

Reason: Policy clarification

Eligible Children

BEM 703

Need for CDC services for children over the age of 12 must be verified by a statement completed by a D.O. or M.D.

Reason: Clarification

**Day Care
Aides/Relative
Care Providers**

BEM 704, PRG

The definition of a relative care provider now includes great aunts/step-great aunts and great uncles/step-great uncles.

The name on a day care aide's or relative care provider's social security card must match the name on the DHS-220-A/R.

Reason: Program integrity.

Crime Codes

BEM 705

Pending criminal charge was added to the first paragraph.

Reason: Policy clarification.

**8) MEDICAID
UPDATES**

Redeterminations

BAM 210

Instructions for using a DHS-2240 A, Mid-Certification Contact Notice, to authorize Medicaid for another 12 month period of a 24 month certification.

Reminder: The completion of a Medicaid budget after 12 months is still necessary even if certified for 24 months.

Reason: Local office clarification.

**Prepaid Funeral
Contracts**

BAM 805

Directions for completing the DHS-8A, Irrevocable Funeral Contract, have been revised.

Reason: Local office request.

Medical Transportation

BAM 825

Prior authorization from DCH is required to pay for meals when an overnight stay is not involved.

Reason: Local office reminder.

MA Waiver for Elderly and Disabled

BEM 106

Income must be at or below 300% of the SSI federal benefit rate to be eligible for the waiver program.

Reason: Waiver agent request.

Newborns

BEM 145

Removed notification section as this was not the correct DCH procedure.

Reason: Local office information.

Disabled Adult Children

BEM 158

Updated current, potential identifiers for DAC eligibility.

Reason: Local office request.

Assets

BEM 400

Added limited liability corporations (LLC) to the list of assets.

Updated address to send trust and annuity documents for evaluation.

Reminder: Trusts and annuities must be evaluated by DHS central office staff prior to approving Medicaid eligibility.

MA Divestment

BEM 405

Added divestment criteria for LLCs.

Updated divestment penalty amounts.

Reason: Local office request and information.

MA Income Deductions

BEM 540, 541

The allowance for a guardian fee increased to \$60 per month.

Reason: Legislative action.

TMA-PLUS

BEM 647

The schedule and amount of premium payments has changed.

Reason: Streamline procedures, less confusing for beneficiaries.

MOMS

BEM 657

ESO beneficiaries receive prenatal care and medically necessary ambulatory postpartum care.

Reason: Local office clarification.

9) FAP UPDATES

Increase in FAP Benefits

FAP

PEM 213, RFT 260

Effective April 1, 2009, FAP benefits are automatically increased. The monthly minimum benefit amount for one and two-person categorically eligible households is increased from \$14 to \$16.

Reminder: The old standard amounts are used for any budgets completed prior to the update.

Reason: American Recovery and Reinvestment Act of 2009.

FAP Standard of Promptness (SOP)

FAP

BAM 115

Bridges determines the SOP based on whether the grantee has ever been active cash and/or FAP. If the grantee has **never** been active cash and/or FAP:

- Expedited due date (SOP) is four days after application date.
- Regular FAP due date (SOP) is 27 days after application date.

If the grantee has **ever** been active cash and/or FAP:

- Expedited due date (SOP) is six days after the application date.
- Regular FAP due date (SOP) is 29 days after application date.

Reason: SOP automation to improve payment accuracy.

SOP Extensions

FAP

BAM 117

Instructions are added for extending the SOP:

- Due to fault of FAP group.
- For groups denied for expedited service but appear eligible for food assistance benefits.

Reason: Procedural changes due to Bridges implementation.

**10)
MISCELLANEOUS**

BEM 220, BEM 221, BEM 223

These items have been updated to add reference to the RAP program and Bridges terminology.

**11) IRREVOCABLE
FUNERAL
CONTRACT LIMIT**

FIP, SDA, MA

BAM 805

The amount allowed for an irrevocable prepaid funeral contract has increased to \$11,450 starting June 1, 2009.

**MANUAL
MAINTENANCE
INSTRUCTIONS****Changed Items (content changes) ...**

**BAM 105
BAM 115
BAM 117
BAM 118
BAM 210
BAM 300
BAM 705
BAM 715
BAM 725
BAM 805
BEM 106
BEM 145
BEM 174
BEM 209
BEM 213
BEM 215
BEM 221
BEM 222
BEM 223
BEM 228
BEM 230A
BEM 233A
BEM 240
BEM 400
BEM 500
BEM 540
BEM 541
BEM 630
BEM 647
BEM 655
BEM 657
BEM 702
BEM 703
BEM 704
BEM 705
BPG GLOSSARY**

Changed Items (link changes only) ...

BAM 101

BAM 110
BAM 310
BAM 720
BAM 800
BEM 105
BEM 210
BEM 211
BEM 218
BEM 225
BEM 229